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APPLICATION HOSTING ON DTS PROVIDED EQUIPMENT

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Application Hosting on DTS Provided Equipment is available for agencies with applications requiring the dedicated use of an operating system or resources beyond that which are available in a shared hosting environment. The options available for a dedicated server are: 1) a virtual server, 2) a blade server, or 3) a 1U rack-mounted server. While the basic charge is the same, please carefully note below the differences in capacities, options, and add-on services.

PRODUCT FEATURES AND DESCRIPTIONS

FEATURE	DESCRIPTION
Disk Space	**Virtual Server:** Up to 20 GB of disk space is included for a virtual machine. **Blade or rack-mounted server:** If the cost remains below $6,000, there is no limitation on disk space. **Additional disk space:** is available using the Storage Services Product. See appropriate product descriptions for Storage Services.
Server Resources	**Virtual Server:** 1 CPU and up to 2GB of RAM are allocated for customer use. **Blade or rack-mounted server**: The server is limited to 1 rack unit (charged at rack unit rate – see below) with a cost not to exceed $6,000 (requires a 36 month commitment). Larger server resources require a Special Billing Agreement (SBA).
Authentication and Authorization	Authentication and Authorization support is handled by SiteMinder, AppProfile, and UMD. The application owner is responsible for granting and maintaining access to authorized users.
Secure Site Access	Samba is used to access your home and log directories for Apache and Tomcat.
Web Server Analysis	Webalizer is available for analysis by entering http://domain.utah.gov/stats. More in-depth analysis is available for an additional fee.
Scripting	CGI and PERL are enabled by default and your scripts can be placed in the CGI-bin folder. CRON scripting is also supported. Submit requests via the Service Desk.
Log Viewer	You can view logs using Logpanel by entering http://domain.utah.gov/logpanel.

24/7 Environment Support	Systems are monitored and supported 24x7. Problems can be reported by contacting the Service Desk. Application support is a customer responsibility.
Firewall	A hardware firewall is installed between the State intranet and the Internet.
DNS Services	DNS services are provided by DTS at http://registrar.utah.gov.
Backup	**Virtual Server:** One nightly backup is made for virtual host machines. Backup of data located on the SAN is the customer's responsibility. **Blade or rack-mounted server**: The customer is responsible for securing backup services for the server and corresponding data. See 'Backup and Restore Services' below.
Environment Patching	Patches can be installed by DET at the customer's request, but is not provided as a part of this product. This service is part of the 'Server Administration' product (see below),
Configuration Changes	Configuration changes or modifications to standard deployments (Tomcat, PHP, Apache, etc.) must be requested on the deployment request.
Assistance and Troubleshooting	Assistance for non-standard deployments and application troubleshooting is available at the DTS Consulting Charge rate. Database consulting is available at the Database Hosting Consulting rate.
Application Updates	Customers must follow the standard deployment request process for deployment of application updates, whether introducing a new version or fixing a bug.

FEATURES NOT INCLUDED

FEATURE	EXPLANATION
Server Administration	Server Administration is required but is not included in the pricing for this product. See the "**Server Administration**" product description and order form for additional information and to order the service.
Application Support	Application troubleshooting and support is not supported.
Server Software	The cost for licensing software (including the operating system) as well as software support is not included in the rate for this product.
Backup and Restore Services	DET owns and maintains a backup and restore environment in the Salt Lake City and Richfield data centers. After the initial full backup, incremental backups are performed nightly. See the product description relating to this service for additional information.
Wide Area Network Connectivity Charges	Wide Area Network (WAN) connectivity is not included in this product when individual servers are used (blade or rack-mounted). Virtual machines do not require an additional WAN connection and thus do not incur the charge.

RATES AND BILLING

FEATURE	DESCRIPTION	BASE RATE
Monthly Charges	Dedicated Server Environment Rack Space (VM not required) WAN Charges (includes Security) Server Administration (required)	$180.00/month $13.55/month $56.00/connection/month $335/month
Options	DTS Consulting Charge (as requested) Database Hosting Consulting One Additional CPU (VM only) Each Additional 512MB of RAM (VM only) Backup and Restore Services Disk	$75.00/hour $72.00/hour $75.00/month $25.00/month $.0003/MB/month $.0004/MB/month

ORDERING AND PROVISIONING

An order form is available on the *dts.utah.gov* web site. Select *Services*, then *Product Categories*, then *Hosting Services*, and finally, *Application Hosting on DTS Provided Equipment*. Click the *Order* button. If you would like assistance, please contract your [Customer Relationship Manager](#) (CRM).

To stop service (Decommission) once the service is operational, return to the above order form used to begin the service. In the *Action* drop down box select "End Service". Enter the name of the application, the URL and/or the IP address so there is no question which service will be discontinued. Enter the ELCID currently being billed. After a 15 day waiting period when the service has been disabled, the service will be stopped along with the billing. The waiting period is to ensure no users are dependent upon the service.

DTS/DET RESPONSIBILITIES

Provide the secure physical facility and all environmental controls for the server and disk array.

Monitor and maintain the integrity of the network.

Install and maintain the server hardware.

Coordinate scheduled downtime with customers.

DTS/AGENCY RESPONSIBILITIES

Agency DTS personnel are responsible for all software licensing and support costs even though DET will install and provide local support as mentioned under DTS Responsibilities.

Develop and maintain the customer's database schema and the integrity of the data.

Develop and maintain all application software running in customer's server instance.

Follow the standards and procedures required by DET to ensure a secure and stable operating environment for all users on the server.

Provide customer support services to the end-users of the application.

Pay for any software licensing or support costs required to provide the services for the application(s).

GENERAL SERVICE LEVELS AND METRICS

All technical incidents and service requests, and certain types of orders, related to products and services provided by DTS will be reported to the DTS Enterprise Service Desk or to specialized Help Desks that support State agencies or DTS divisions and regions. All incidents and requests will be captured in the DTS Remedy Help Desk application. DTS staff will provide timely acknowledgement and resolution of technical incidents and service requests.

DTS support staff, including staff directly assigned to the DTS Enterprise Service Desk, will exert all reasonable efforts to meet the Time to Initial Response (TIR) and Total Time to Resolution (TTR) targets set forth below.

The DTS Enterprise Service Desk is accessible 24x7 by telephone at 538-3440 or 800-678-3440. Live chat and direct user reporting of incidents are also available on the DTS website at dts.utah.gov. Published "Business Hours" for the DTS Service are 7:00 AM-6:00 PM, Monday-Thursday. Hours of support/on-call coverage varies by agency/division/region and product.

Incident Response and Resolution Targets

Time to Initial Response Targets	% Tickets	Total Time to Resolution Targets	% Tickets
Low priority – 1 Business hour	75%	Low priority - 6 Business hours	75%
Medium priority – 1 Business hour	75%	Medium priority - 3 Business hours	75%
High priority – Attempt Warm Transfer	90%	High priority - 4 Clock hours	75%
Urgent priority – Immediate Warm Transfer	95%	Urgent priority - 3 Clock hours	100%

Customer Satisfaction Surveys and Reporting

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

Periodic reports will be created showing the level of satisfaction with resolution of incidents by specific support groups and the level of satisfaction of users by agency.

Customer Satisfaction Targets

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.2 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied